

Facilitating Online 2011

<i>SMS Code</i>	LT702001		
<i>Level</i>	5	<i>Credits</i>	10
<i>Total Learning Hours</i>	100	<i>Contact Hours</i>	30
<i>Work Experience Hours</i>	nil	<i>Self Directed Hours</i>	70

Introduction

In this course you are offered a mix of online learning methods. Attendance at the virtual course meetings is optional; however, the course meetings, weekly activities and assessment rely on interaction with your peers. This will occur via participants' blogs, web conferencing, email group, and one-to-one Skype meetings. There will be a mix of activities and self-directed work. Overall you can expect to spend on average 5-6 hours to week studying in this subject over one semester.

Online material is located on WikiEducator, an open access wiki platform (Course wiki). The Course Blog will be used for weekly announcements and summarising the week's activities and to link you to individuals' blogs. The Course Email Group will provide another route for group communication and discussion.

Links:

- Course wiki: http://wikieducator.org/Facilitating_Online
- Course Blog: <http://facilitatingonlinecommunities.blogspot.com>
- Course email group: <https://groups.google.com/group/facilitating-online-communities>
- Adobe Connect virtual meeting room: <https://adobeconnect.op.ac.nz/fo2011>

Facilitator: Sarah Stewart (H100) Ph 0800 762 786
Email: sarah.stewart@op.ac.nz (available flexibly and by appointment)

Aim

To enhance understanding of how to facilitate in the online environments, using a range of synchronous and asynchronous online communication tools.

Learning Outcomes

At the successful completion of this course, students will be able to:

1. discuss the features of online communities and networks
2. explore the principles and practices of online facilitation
3. apply a variety of communication tools to facilitating online plan, facilitate and evaluate an online event.

Course expectations

Equipment

You will need access to a headset that includes a microphone for use during the live web conferences.

Course content

Course content is delivered via readings, videos, and recordings. We also have weekly online meetings/seminars via Adobe Connect and other web-conferencing tools which not only provide course content but allow you to network, become familiar with online communication and offer you the opportunity to practice your online facilitation skills. As the course progresses, you will be advised of external online events. Again, attendance is not compulsory but provide alternative opportunities to witness and experience online facilitation.

Participation

Whilst it may appear that there is a large amount of content and events happening, it is up to you to decide what to engage with or attend to meet your learning needs. Nevertheless, if you do not connect with other participants on your blog, other participants' blogs or at live events, you will miss out on the learning that comes from working with others in an online community.

Topics and Timetable for 2011

Dates	Live online events (NZ time)	Topics
18 th July Introduction to Facilitation Online	Adobe Connect Wednesday 20 th July 20.00 hours NZ or Thursday 21 st July 09.00 hours NZ Introduction to the course	Orientation to the course Blog: Set up blog and introduce yourself and your work.
25 th July Setting the scene	Adobe Connect Tuesday 26 th July 20.00 hours NZ, or Thursday 28 th July 12.00 hours NZ What we want to achieve in this course	Think what you want to explore during FO2011 Blog – Make a plan for what you want to learn and explore
1 st August The 'who',	Adobe Connect Tuesday 2 nd August 10.00 hours How to facilitate a virtual team:	Factors that impact on online facilitation – what is an online network and community

'what' and 'why' of online facilitation	Terry Neal	Blog – Consider that online facilitation is
8 th August What is online facilitation?	Adobe Connect Tuesday 9 th August at 19.30 NZ Coach Carole: Tips and tricks of online facilitation	Discuss what online facilitation is Blog – Discuss models of facilitation
15 th August Case studies	TBA	Case studies exploring eMentoring, facilitating asynchronous discussions and live events Set up Wiziq (web-conferencing tool) Blog – Key things to remember when facilitating an even
22 nd August The idea	Venue: TBA Thursday 25 th 19.00 hours NZ Nicola Boud: Online facilitation and issues of sustainability	What skills do you need as an online facilitator? Using Skype for online facilitation Blog – What your ideas for your event include do far ? Assignment 1 – August 19 th 17.00 hours New Zealand
29 th August Bringing a team, community, network or group together	Venue: Wiiziq Gloria Lemay: My experiences of online facilitation for activism in the non-profit sector Day/time TBA	Bringing people together in an online environment. Using social networking websites for online facilitation Make sure you can access TinyChat Blog – How you will attract people to your online event?
5 th September Working collaboratively, planning and recording decisions	Venue: Adobe Connect Tuesday 6 th September 12.00 hours NZ Wayne Mackintosh: Using wiki for online facilitation	Communication tools used for online communication and collaboration Blog – How do you collaborate online?
12 th September Marketing, recruiting helpers and participants	Join a Twitter event Adobe Connect Preparing for the course mini conference Thursday 15 th September at 12.00 hours and again at 20.00 NZ	Planning for an online event Set up a Twitter account Blog – Marketing your online event
19 th September Managing the event or activity	Second Life event - TBA Adobe Connect Kate Timms-Dean Thursday 22 nd September 09.00 hours NZ Online facilitation and cultural competence	Working online with people from many cultures, ethnicities and nationalities, with different languages, customs and social norms. Blog - What does it mean to be a culturally competent facilitator?

26 th September-9 th October	BREAK	
10 th October Evaluating and reflecting on an event	Evaluation of your online facilitation Date, time and venue TBA	Methods for reflecting on and evaluating your online event and facilitation Blog - Ideas about how you will evaluate your online facilitation Assignment 2 – October 21st 17.00 hours New Zealand
17 th October Preparing for the course mini conference	Adobe Connect Last minute questions about mini conference Monday 17th October at 12.00 hours NZ and again at 20.00 hours NZ	Prepare your event for the mini conference Blog – Post your plan for your event
25 th October – 4 th November (2 weeks) Mini-conference	Mini-conference	Facilitate your event and attend the events of other course participants
7 th November Sum up of course and evaluation of mini event	Adobe Connect Mini conference debrief and course evaluation Wednesday 9th November 20.00 hours NZ or Thursday 10th November 12.00 hours NZ.	Blog – Summarise your learning during the course Assignment 3 - November 11th 17.00 hours New Zealand

Assignments

There are three summative assignments. Alongside are weekly formative blogging activities that build toward the summative assignments. Whilst these activities are not compulsory, we do recommend that you complete them as they will help you prepare for the summative assignments and give you the opportunity to receive formative feedback to support your thinking and preparation.

Assignment 1: Online communities and networks

Learning Outcomes: 1 and 2

Marks: 'Pass' or 'Not passed'

Due Date: August 19th 17.00 hours New Zealand

Write a blog post that explores:

- the features of online communities and networks;
- the elements of skilful online facilitation.

Include in your post/s why it is important for an online facilitator to be aware how online communities and networks function.

Marking criteria

There are no word limits. However, to pass this assignment you need to:

- follow the course schedule, read the assigned material and participate in any events;
- include original thoughts, reflections and references - don't just summarize readings or events;

- make connections between the weekly topics;
- make connections between your previous blog posts;
- make connections with posts that other participants have written.

Assignment 2: Planning an online event

Learning Outcomes: 3

Marks: 'Pass' or 'Not passed'

Due Date: October 21st 17.00 hours New Zealand

Write a blog post that explores:

- how online communication tools can be used to facilitate online;
- the process of facilitating an online event.

Marking criteria

There are no word limits. However, to pass this assignment you need to:

- follow the course schedule, read the assigned material and participate in any events;
- include original thoughts, reflections and references - don't just summarize readings or events;
- make connections between the weekly topics;
- make connections between your previous blog posts;
- make connections with posts that other participants have written.

Assignment 3: Evaluate your facilitation of an online event

Learning Outcomes: 4.

Marks: 'Pass' or 'Not passed'

Due Date: November 11th 17.00 hours New Zealand

This assignment requires you to report in your blog on your facilitation of an online event in the course mini conference.

- What went well, and what did not go so well
- How the event was organised and promoted
 - adequate information
 - support (technical and access)
 - relevant for the audience
- Whether the event was managed and conducted smoothly - particularly noting how you handled any disruptions.
- What efforts you made to ensure that all participants knew where they were supposed to be and when, and arrange technical support for people?
- How you set the stage, made introductions, explained the aims, and whether you managed to remain neutral and facilitatory.
- How you did a round up, drew closure and indicated where recordings and other follow up materials would be made available.
- Feedback from audience
- How you would do things in the future
- General comments and additions.

Marking criteria

There is no word limits on this post. However, to pass this assignment you need to address each of the elements outlined above.

Marks

Marks are not allocated to each assignment, only a 'pass' or 'not passed'. You must successfully complete all assignments to be awarded a pass in the course. One re-submission per assignment is possible if a pass is not obtained the first time. (Note: feedback given on draft copies of assignments does not affect the re-submission regulations.)

Extensions

Please note that you must request an extension before the due dates.

